

## PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

## **CLEC QUARTERLY SERVICE QUALITY REPORT**

## SOUTH CAROLINA REGULATED OPERATIONS

CAROL				
COMPANY NAMEAlternative F	Phone, Inc			
	2000			
QUARTER / YEAR1ST/	2009_			
Reporting Month	→	JAN	FEB	MAR
Number of South Carolina Customer Acco	ess Lines Pro	ovided:		
via Resale	→	28	30	33
via UNE-P	<b>→</b>	0	0	0
via Other M	Iethods → _			
Total South Carolina Line	Count → _	28	30	33
Trouble Reports / Access Line (%) (Objective: < 7%)	$\rightarrow$	0.1%	0.0	%0.1%
Customer Out of Service Clearing Times (Objective: > 85% w/in 24 hrs)	(%) →	100%_	100%	100%
New Installs Completed w/in 5 Days (%) (Objective: > 85% w/in 5 working days)	<b>→</b>	100%_	100%	100%
Commitments Fulfilled (%) (Objective: > 85%)	$\rightarrow$	100%_	100%	100%
Explanation for Objectives Not Met:				
				Nichel , Ding
Does your company use its own switchin to provide services within	g facilities South Carol	ina? → <u>Y</u>	YES □ or NO	<u> </u>
Person Making Report / Contact Informa	tion: Robert	Hipke 352-38	37-1112 roberth(	<u>@alternativephone.c</u>